

NSWC Carderock Division
Cellular Telephone and Pager Equipment and Services
Section C – Statement of Work

NOTE: REQUIREMENT SHALL START 1 OCTOBER 2001

C.1 Introduction

This statement of work is intended to provide the Naval Surface Warfare Center Carderock Division (NSWCCD) with cellular telephone and pager equipment, related accessories and services.

C.2 Objectives

The two primary objectives of this acquisition are to: (1) acquire cellular telephone and pager equipment and services that are sufficient to meet users needs in a cost effective manner at various geographic locations throughout the United States, and (2) establish a contract that reflects a strong commitment to customer service and provides for a streamlined method for invoicing administration. It is the intention of NSWCCD to make an award(s) based on best value to the Government. NSWCCD reserves the right to award multiple contracts depending on factors such as cost, flexibility and service coverage.

C.3 Scope

NSWCCD requires a contract, which covers the equipment and services, stated in Section B of this solicitation. Recent history shows the need for approximately 800 phones (25% at Carderock, 60% at Philadelphia, 15% at other sites listed in paragraph C.4) using approximately 160,000 (order of magnitude average estimate of highly variable usage pattern) air-time minutes per month in total. Equipment required is mobile cellular telephones, pagers, accessories and all related items. Services required are: airtime, paging, and other specialized services available for use with cellular telephone and pager equipment and accessories.

C.4 Service Coverage

The Contractor shall provide products and services to users located in the contiguous United States, and optional services outside of this area, including Alaska, Hawaii and international areas on an as-required basis. The Contractor may offer sub-contractors as necessary to provide the services required by this statement of work. The following is a list of applicable NSWCCD locations (with postal zip codes):

Carderock, MD (20817); Philadelphia, PA (19112); Suffolk, VA (23435); Cape Canaveral, FL (32920); Dania, FL (33004)

The Contractor shall provide cellular telephone and paging services through networks supporting public service offerings, including normal security features. The Contractor shall indicate for each of the above areas whether service will be provided as a prime Contractor home area, as a sub-contracted home area, or how it will otherwise be provided, with any service area gaps identified. Home area service is requested to be

provided to the maximum extent possible at the locations specified where NSWCCD has a permanent facility as listed above.

C.5 CLIN 0001, 0007, 0013, 0019, 0025 Standard Plan

Requires a single rate/one rate standard plan for all phones to accommodate variable levels of use across a wide range of users from occasional to frequent. The Contractor shall include features such as but not limited to:

- Standard phone that is fully featured to meet all user's needs by supporting all required service capabilities, including phone number directory memory, headset capability, dual battery, internet browser, and vibrating alert
- Standard number of minutes shall be 500
- Caller ID
- Voice Mail
- Call Forwarding
- Call Waiting
- Conference Calling
- Paging
- Minutes pool to minimize charges for unused minutes for one user while paying for extra minutes for another user in the same period
- Optional accessories, which should be equal to or better value than those offered to commercial customers
- Programming of cellular telephone devices, in conformance with the cellular services furnished by the Contractor
- Documentation covering user instructions and other pertinent operational data.
- On-line and/or telephone customer service support services to the maximum extent possible, preferably 24 hours per day, seven days per week. A toll free number or other no-cost access shall be provided for users to contact customer service. Customer service support shall include user assistance in areas such as, but not limited to: services information, equipment and features selection and operation, coverage and roaming information, trouble reporting, after working hours lost or stolen equipment reporting, warranties and exchange policies.
- Shipment of equipment for delivery orders to the specified delivery address within five business days after receipt of the service request. Alternatively, when requested, by the NSWCCD authorized ordering official, the Contractor shall have equipment ready for pick-up within one working day after receipt of delivery order.
- Equipment and service transfers between users, with notification to the Contractor by NSWCCD authorized ordering officials
- Prices that include all FCC and management charges

C.5.1 Management of Operations

The Contractor shall designate one overall Point-of Contact (POC), and one or more specific POC(s) for customer service, for ordering and for invoicing. The POC(s) will be expected to coordinate with their NSWCCD counterparts on an as-required, day-to-day basis to conduct normal business and address emergent issues. In addition, the POC(s) shall meet with their NSWCCD counterparts periodically (as requested by NSWCCD or the Contractor, but normally on a quarterly basis), to review overall contract performance and to address any emergent broad issues.

C.5.2 Service/Equipment Requests

The Contractor shall provide an on-line and/or telephonic system for the administration and processing of delivery orders, and for tracking order status. Authorized NSWCCD ordering officials as designated in writing for the Contracting Officer, will submit delivery orders for initiating, adding, changing, or terminating service and/or equipment. The Contractor shall be responsible for providing a process and directing and accomplishing all tasks associated with processing the delivery order. The Contractor shall enable NSWCCD to issue delivery orders to the Contractor on-line and /facsimile, mail, e-mail or during a meeting. The Contractor shall provide the ability to authorize NSWCCD ordering officials to submit bulk delivery orders for multiple equipment or services via a single delivery order. The Contractor shall permit NSWCCD to initiate, modify, and cancel delivery orders, as well as to track the status of delivery orders.

C.6 CLIN 0002, 0008, 0014, 0020, 0026 Standard Plan (Including Web/Modem Access)

Shall be in accordance with C.5 above, and in addition, shall provide web access and modem capability.

C.7 CLIN 0003, 0009, 0015, 0021, 0027 Additional Minutes

Requires additional anytime/anywhere minutes in the event the monthly total pool maximum is exceeded.

C.8 CLIN 0004, 0010, 0016, 0022, 0028 Cellular Phone*

See paragraph C.5 for requirements of cellular phone. If cellular phone is included within the standard plan, insert Not Separately Priced (NSP) in Section B for these CLINS.

C.9 CLIN 0005, 0011, 0017, 0023, 0029 Pagers and Service

Requires a standard single-rate plan for pager services to include appropriate equipment to accommodate variable levels of use across a wide range of users from occasional to frequent. The Contractor shall include service features such as but not limited to:

- Toll free access
- Voice mail
- Inclusion of calls made from pay phones
- Choice of vibrate or sound activation
- Management fees
- FCC fees

- Web enabled messaging

C.10 CLIN 0006, 0012, 0018, 0024, 0030 Electronic Invoicing

Requires electronic billing as an included requirement. The Contractor shall submit a monthly electronic invoice, which includes summary cost data and call detail records. The Contractor will establish procedures for resolving billing disputes, providing periodic traffic and revenue forecasts, and maintaining billing data for access by NSWCCD.

The Contractor shall utilize an automated system that permits flexibility via such capabilities as aggregation, customized formatting and layouts, and analysis and report capability, so as to permit NSWCCD to specify invoice set-up and appearance. The invoice shall consolidate all charges into one invoice, and shall be submitted electronically, such as via the Internet, Compact Disk (CD) or electronic file transfer. Invoice data file shall be de-limited ASCII text, or a spreadsheet file or a database file (not just a print file or image) to facilitate NSWCCD capability to manipulate the data and upload it to an Intranet.

C.10.1 Invoice Summary

The Contractor shall ensure that the summary section of the invoice contains, at a minimum, the following information:

- (a) Name and address of the Contractor
- (b) Name, title, phone number and mailing address of the Contractor's representative for questions
- (c) Contract information-contact number and delivery order number
- (d) Invoice number
- (e) Period of time covered by the invoice
- (f) Total invoice amount
- (g) Balance due
- (h) Billing adjustments (other charges and credits) with explanation
- (i) Cumulative total and past due balances

C.10.2 Detail Records

Cellular call detail records shall include, as applicable, but not be limited to:

- (a) Date
- (b) Time
- (c) Call type description (incoming or outgoing)
- (d) Area code and number of called party
- (e) Designation as peak or off-peak call
- (f) Recurring and non-recurring charge amounts by type
- (g) Indication of local or roaming call
- (h) Serving area where charges accrued
- (i) Account code/Hierarchy
- (j) Order identification number where applicable

C.10.3 Invoice Adjustments

The Contractor shall provide NSWCCD a monthly detailed breakdown of credit and debit billing adjustments. The Contractor shall ensure that all invoice debits and credits, including associated taxes, are distributed on the invoice, are shown at the proper hierarchy level, and include the associated account code and order identification number. The Contractor shall process all adjustments on an invoice. No separate rebates are allowed.

C.10. 4 Payment of Invoice

The Contractor shall charge for all services or equipment within the next available billing cycle after the services were rendered or the equipment was delivered. All charges not submitted within three billing cycles shall be borne by the Contractor, without recourse, unless a request for an extension is approved in writing by the Contracting Officer within this three-billing cycle window.

C.10.5 Invoice Balances

The Contractor shall maintain records of the current status of all financial accounts and support NSWCCD inquiries to ensure mutual agreement as to account balances.

C.10.6 Invoice Disputes

The Contractor shall resolve invoice disputes to the satisfaction of NSWCCD within 30 calendar days. In extenuating circumstances, the Contractor may submit a request for extension, for an additional 30 calendar days, to the Contracting Officer for approval. The Contractor shall automatically give NSWCCD full credit for a dispute having a dollar value of less than \$5.00.

Evaluation Factors

PLEASE NOTE: if unit prices for any CLIN item include additional supplies or services over an above the government's minimum requirement as stated in Section C, please notate these additions within your technical proposal per CLIN.

Please include three (3) copies each of the technical proposal.

Proposals received will be evaluated on a best value basis. The following factors will be used in determining which proposal is the best value to the Government. The factors are listed in descending order of importance.

The Contractor shall submit a detailed technical proposal discussing:

FACTOR 1**Implementation of service by the contract start date (October 1, 2001) -**

Discuss how services will be initiated in a timely manner to transition services with minimal or no interruption to users. This factor shall also address any special actions required during the first 60 days of the performance period, such as training or

other on-time actions. Discuss how equipment will be delivered

FACTOR 2

- **Service Plans and Equipment** - Describe in this factor how you will meet the performance requirements including service, plan for pooling minutes and equipment specifics that enable evaluators to clearly understand how you will provide the desired capabilities and flexibility.

FACTOR 3

- **Invoice Processing** - Describe in this factor how you will meet the invoice processing requirements, including providing an actual example of the media/format of the proposed monthly electronic invoice.

FACTOR 4

- **Service Coverage** - Describe in this factor how you will meet the requirements of paragraphs C.4, including coverage analysis by stipulated zip codes (showing extent of home service, as well as sub-contractors and gaps, if any of either).

FACTOR 5

- **Management and Operations and Service** - Describe in this factor how you will meet the requirements of management of operations and service/equipment requests.

FACTOR 6

- **Past Performance** - Include within this factor brief descriptions of up to three recent comparable contracts, including points-of-contact and phone numbers.

Cost/Price – Although cost or price is not scored, numerically weighted, or combined with the other evaluation factors to establish a merit rating, it will be evaluated for fair and reasonableness utilizing price analysis. If cost analysis is required, the government may request a breakdown of costs for each CLIN item in Section B.

Total cost will be calculated for each offeror by taking the maximum quantity under each CLIN and multiplying that quantity by its unit price. All CLIN totals will then be added to reach a total Firm Fixed Price of the contract. This includes the base portion of the contract and its options.